



**HAVERSTOCK & OWENS LLP**  
 162 North Wolfe Road  
 Sunnyvale, California 94086  
 (408) 530-9700

Customer Number 28960

In re Application of: Carl Schoeneberger *et al.*  
 Serial No.: 10/632,615  
 Filed: July 31, 2003  
 Entitled: **CONTACT CENTER ARCHITECTURE**

Commission for Patents  
 P.O. Box 1450  
 Alexandria, VA 22313-1450

Sir:

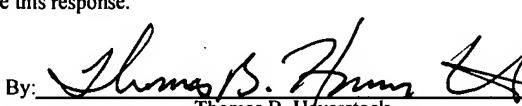
Transmitted herewith is an amendment in the above-identified application. The fee has been calculated as shown below.

	(Col. 1)		(Col. 2)		(Col. 3)	
	CLAIMS REMAINING AFTER AMENDMENT		HIGHEST NUMBER PREVIOUSLY PAID FOR	PRESENT EXTRA	RATE	ADDITIONAL FEE
Total Claims	* 92	MINUS	** 64	28	18.00	504.00
Independent Claims	* 3	MINUS	*** 3	0	86.00	0.00
- First Presentation Of Multiple Dependent Claim					290.00	0.00
					<b>TOTAL</b>	<b>504.00</b>
			Small Entity 50% Filing Fee Reduction (if applicable)			252.00

\* If the entry in Col. 1 is less than the entry in Col. 2, write "0" in Col. 3.  
 \*\* If the "Highest Number Previously Paid For" IN THIS SPACE is less than 20, write "20" in this space.  
 \*\*\* If the "Highest Number Previously Paid For" IN THIS SPACE is less than 3, write "3" in this space.  
 The "Highest Number Previously Paid For" (Total or Independent is the highest number found from the equivalent box in Col. 1 of a prior amendment or the number of claims originally filed.)

1.  A check in the amount of \$252.00 attached.
2.  Please charge any additional fees, including any fees necessary for extensions of time, or credit overpayment to Deposit Account No. 08-1275. An originally executed duplicate of this transmittal is enclosed for this purpose.
3.  Petition for extension of time. The undersigned attorney of record hereby petitions for an extension of time pursuant to 37 C.F.R. § 1.136(a), as may be required, to file this response.

Dated: February 27, 2004

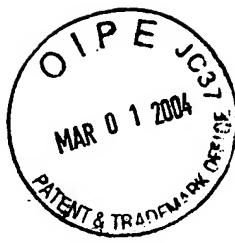
By:   
 Thomas B. Haverstock  
 Registration No.: 32,571

#### CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on February 27, 2004

Dated: February 27, 2004

By:   
 Juan Rascon



PATENT  
Attorney Docket No.: NUASI-00101

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: ) Group Art Unit:  
Carl Schoeneberger et al. )  
Serial No.: 10/632,615 ) Examiner:  
Filed: July 31, 2003 ) **PRELIMINARY AMENDMENT**  
For: **CONTACT CENTER** ) 162 North Wolfe Road  
**ARCHITECTURE** ) Sunnyvale, CA 94086  
                          ) (408) 530-9700

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Please amend the above-identified application as follows:

**SPECIFICATION AMENDMENTS** begin on page 2 of this paper;

**CLAIM AMENDMENTS** are reflected in the listing of claims which begins on page 3 of this paper; and

**REMARKS** begin on page 18 of this paper.

**CERTIFICATE OF MAILING (37 CFR§ 1.8(a))**

I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the U.S. Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to the: Commissioner for Patents, P.O. Box 1450 Alexandria, VA 22313-1450

HAVERSTOCK & OWENS LLP.

Date: 2-27-04 By: Jean D. Rizzo